

FIG. 1

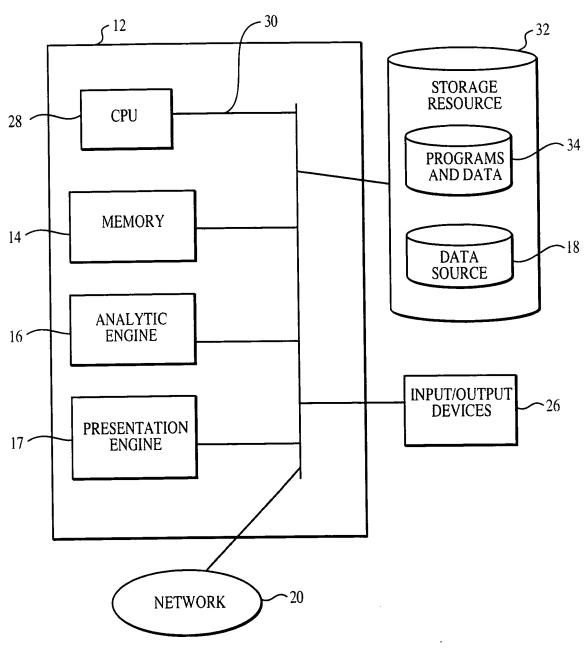


FIG. 2

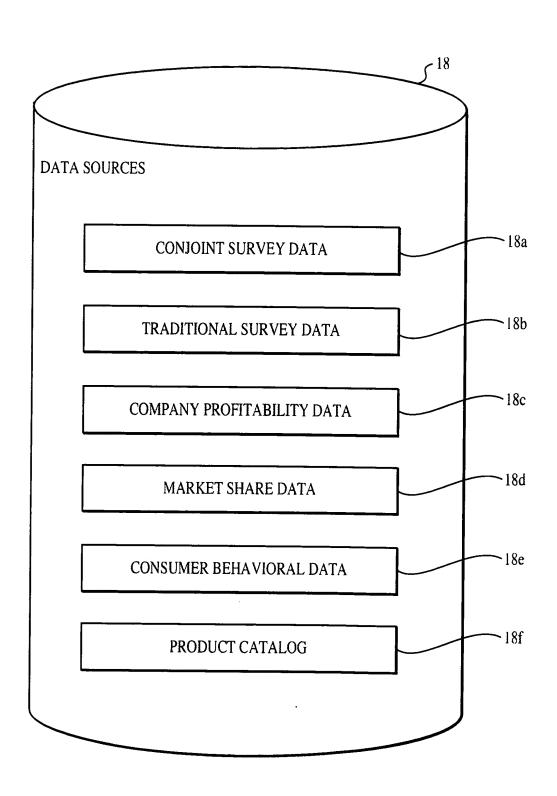


FIG. 3

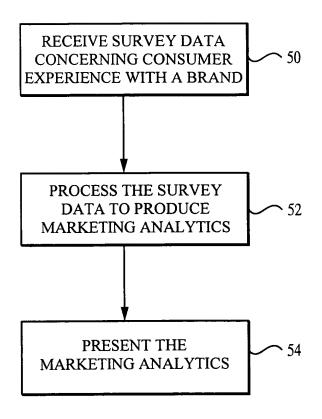


FIG. 4

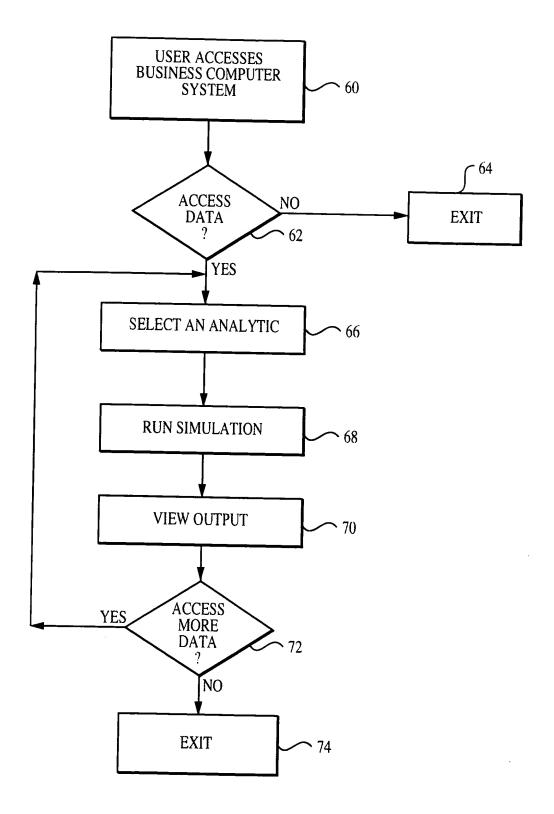
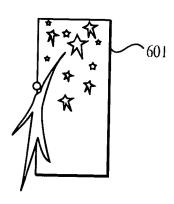
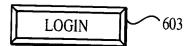


FIG. 5





WELCOME TO THE MARKETING DECISION TOOLKIT. THIS TOOLKIT WILL PROVIDE THE USER WITH MARKETING ANALYTICS BASED ON WEBSITE INDUSTRY INFORMATION. ARMED WITH THESE ANALYTICS, THE MARKETING PROFESSIONAL IS ABLE TO MAKE EFFECTIVE MARKETING DECISIONS.

FIG. 6A

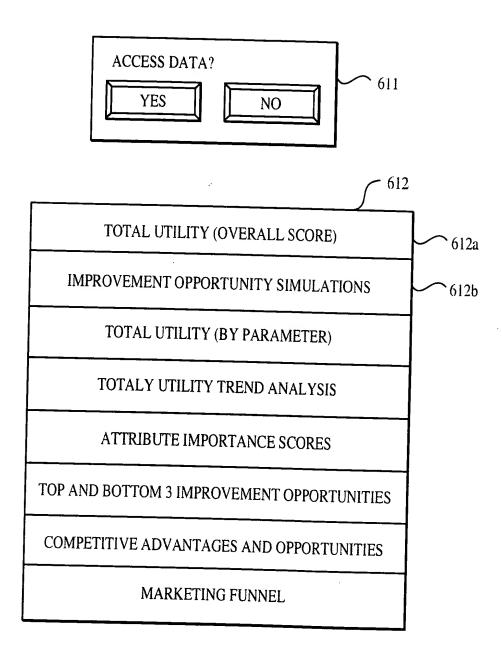


FIG. 6B

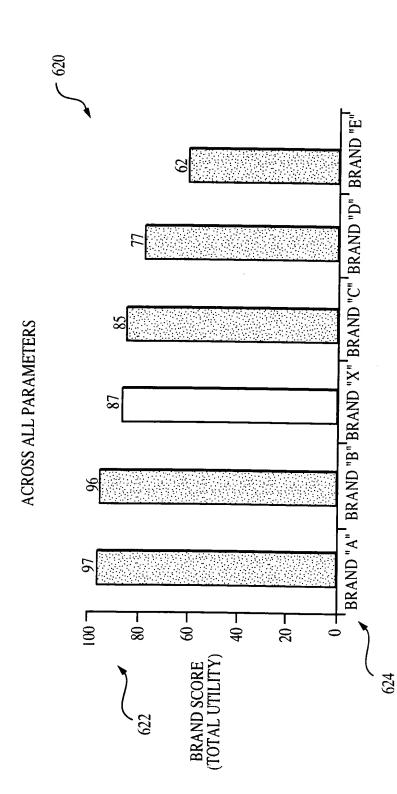


FIG. 6C

'n,

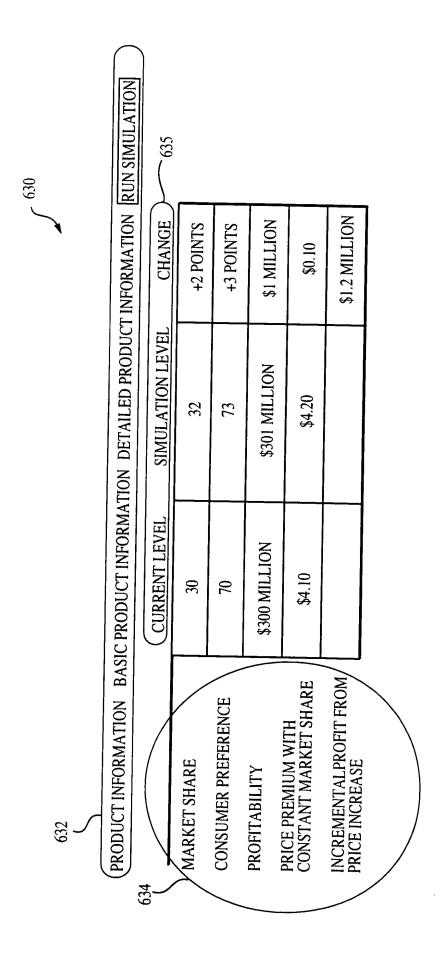


FIG. 6L

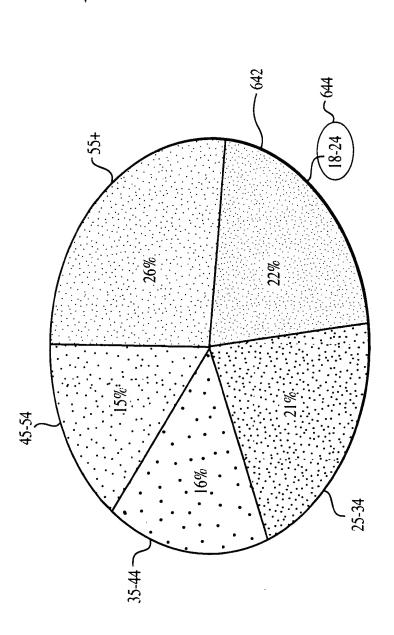
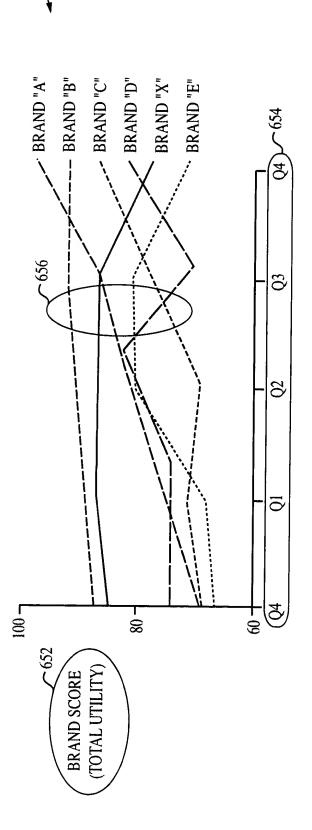
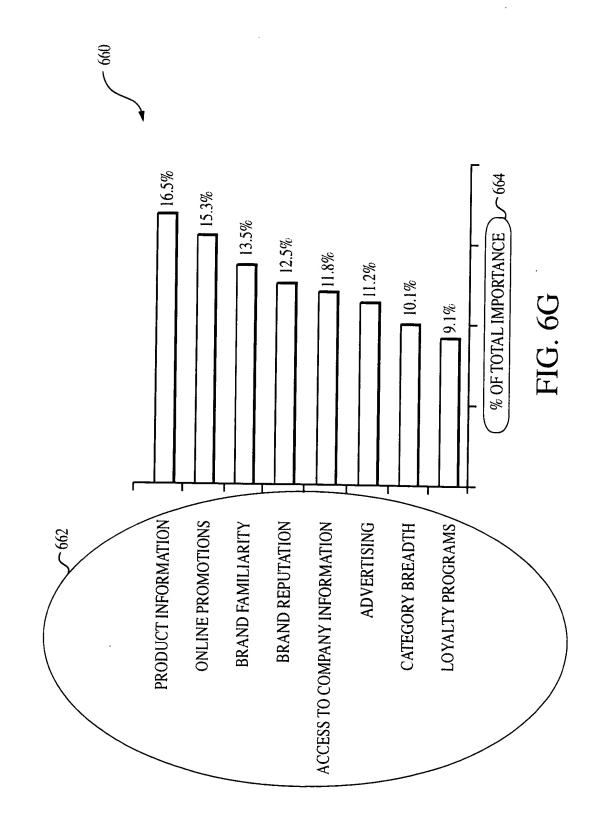


FIG. 6E



- 650

FIG. 6F



670	PREFERENCE	£ 1	+5	+2
879	MARKET SHARE	+2		+5
929 ~	LEVEL CHANGE	(L2) DETAILED PRODUCT INFORMATION	(L3) INTERACTIVE DIALOGUE WITH COMPANY	(L2) NEUTRAL IMPRESSION
674	(CURRENT LEVEL)	(L1) BASIC PRODUCT INFORMATION	(L2) NEWS AND PRESS RELEASES	(L1) NEGATIVE IMPRESSION
\$ 672	TOP THREE IMPROVEMENT OPPORTUNITIES	PRODUCT INFORMATION	ACCESS TO COMPANY INFORMATION	BRAND REPUTATION

BOTTOM THREE IMPROVEMENT OPPORTUNITIES	CURRENT LEVEL	LEVEL CHANGE	MARKET SHARE	MARKET PREFERENCE SHARE
ONLINE PROMOTIONS	(L3)WEEKLY SWEEPSTATKES	(L4) FREE SAMPLES	0+	+
ADVERTISING	(L2) CONTENT AND DEMONSTRATIONS	(L3) CONTENT, DEMOS AND RECENT COMMERCIALS		9
LOYALTY PROGRAMS	(L1) COLLECT POINTS, REDEEM	(L2) COLLECT POINTS, REDEEM FOR ERECOMPANY	7	0+
673		PRODUCTS	-619	~

FIG. 6H

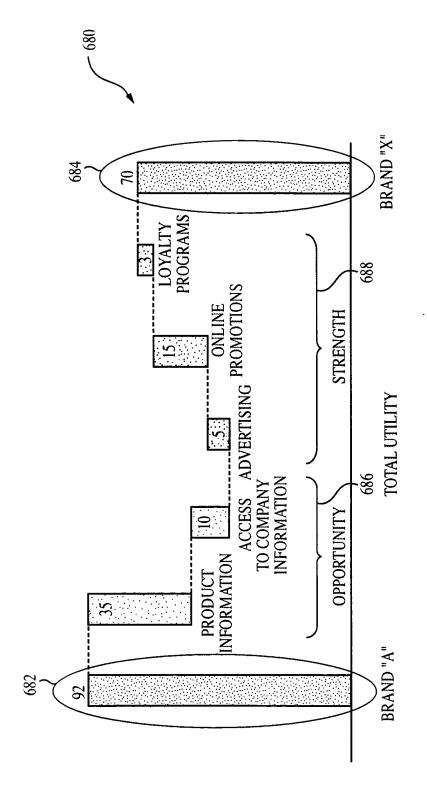


FIG. 6I

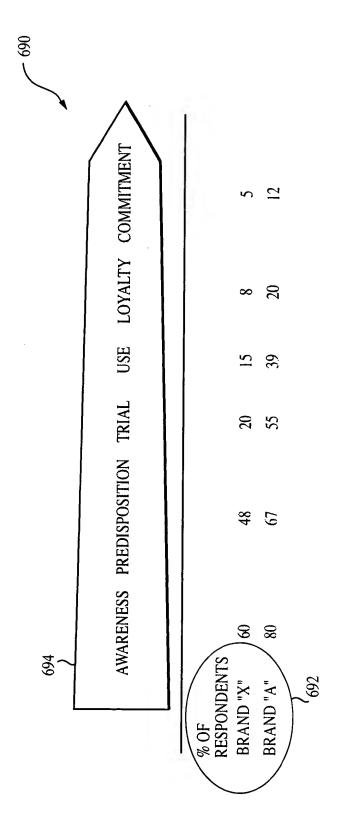


FIG. 6J